

## RFP Questions and Clarifications Memorandum

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**To:** Vendors Responding to RFP Number 3593 for the Mississippi Emergency Management Agency (MEMA)  
**From:** David L. Litchliter  
**Date:** May 15, 2009  
**Subject:** Responses to Questions Submitted and Clarifications to Specifications  
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The following questions were submitted to ITS and are being presented as they were submitted, except to remove any reference to a specific vendor. This information should assist you in formulating your response.

**Question 1:** We are easily able to provide you with a usage based price (USAGE) and a unlimited usage price (SUBSCRIPTION), however it does not state anywhere in the document what the number of members in the system would be. For example, we would need the number of 1st responders that you would like to have list based AND the number of households/businesses that you would like on the system. Also for a usage based price we would need an estimate of usage so we can price the appropriate number of minutes.

**Response:** **Because the State is interested in using this procurement as a baseline in which other state agencies, localities, and municipalities may participate, we are unable to provide definitive number of system users. As it stands currently, MEMA is initially seeking to use only the geographical based component of the system and has no plans to utilize the list based component for First Responders. However, in the future, MEMA may determine that the list based component is necessary to notify First/Second responders. Other agencies (at some point in the future) may choose to use the list based component only and not the geographical based component. And, a city/municipality seeking these types of services may have a need to use both components. In the absence of providing a definitive number of users, the State requests that the Vendor provide tiered pricing, both list-based and geographical based models, if applicable, and indicate whether the pricing is aggregated across the state as an enterprise as additional entities participate.**

**Regarding the number of households and businesses that we require, that would be something that the Vendor should provide via the listings that they provide. The State requires accessibility to all households and businesses within the State of Mississippi by this system. Remember, this does not include land lines only; the requirement states that individuals with cell phones, email and VOIP must be provided the ability to register for the notification service.**

**Question 2:** As for NAMED USER, are you considering that a person with the rights to launch a message within your system, or what we call an administrator?

**Response:** Yes, the State's definition of Named User is the person who has the rights to launch a message.

**Question 3:** Who is the incumbent vendor for this program?

**Response:** In June 2008 MEMA contracted with Blackboard Connect Inc. for Connect-Gov subscription services for Emergency Geographic Notification Services.

**Question 4:** Page 20, Section 2.8 discusses ownership of developed software. As this is a hosted service, can vendors assume that they retain ownership of software which is already developed but which is being licensed to the State for the purposes of this RFP?

**Response:** Your assumption is correct; Vendors will retain ownership of their software.

**Question 5:** Page 34 states, "While the current contract for these services is based on..." Who is the vendor for the current contract? What capacity does the State currently have with the existing notification system?

**Response:** In June 2008 MEMA contracted with Blackboard Connect Inc. for Connect-Gov subscription services for Emergency Geographic Notification Services. Regarding capacity, the current Vendor routinely sends 2-3 million voice mail messages during a 24 hour period. Though the existing SLA does not explicitly define email/text rate requirements, the Vendor states their ability to push over 40,000 messages per day. The State is seeking Vendors with the ability to meet and/or exceed this capacity.

**Question 6:** Page 35, Item 5.6 describes the volume of calls the system can handle. Can the State please provide a minimum threshold which should be met? This will assist not only in answering this question but also for budgeting purposes.

**Response:** The State is requesting that the Vendor provide the maximum and minimum call out volumes that their system can sustain. The call out volume capacity requirement would change directly in proportion to the intensity of the threat. For example, a hurricane entering the gulf would provide a few days

**of lead time and a larger citizen base be called whereas a chemical spill from a derailed train would require a more time intensive constraint but a lesser volume of actual calls to be made.**

**Question 7:** Page 42, Section 9.3 describes various cost options. If a vendor does not offer one of these cost options, can that be marked as an exception or must all three be presented in order for the cost proposal to be considered?

**Response:** **Preferably all three options would be proposed, but Vendors may take exception to any of the costing methods and provide an explanation of their rationale.**

**Question 8:** Page 42, Section 10 describes the scoring methodology. Can the State please provide details as to the weight and/or percentage that each category (10.1.1 - 10.1.4) contributes to the final score calculation? Section 10.2 describes how the scores will be calculated but not what the weighting for each item will be.

**Response:** **It is not the policy of the State to provide weighting and or percentages for the scoring categories prior to receiving the responses to the RFP. Vendors can expect more detailed information related to the cost percentage allocated for each category to be posted to the web following the deadline to receive proposals.**

**Question 9:** Page 44, Cost Table has a column for "Lifecycle Costs (5 yrs)". Is the intent of this column for the vendor to provide the total cost for 5 years in the corresponding cell or the cost per each year in a 5 year period in the cell?

**Response:** **Vendor should provide the details necessary to calculate a five year lifecycle cost. If costs vary by year, details should be provided. If the annual cost is constant, Vendor may just provide a total 5 year cost. Vendors may modify the cost table in the RFP as necessary to most accurately reflect their cost proposal.**

RFP responses are due May 29, 2009, at 3:00 p.m. (Central Time).

If you have any questions concerning the information above or if we can be of further assistance, please contact Rita Rutland at 601-359-1022 or via email at [rita.rutland@its.ms.gov](mailto:rita.rutland@its.ms.gov).

cc: File 38080